RIPE NCC

Member Update

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This publication is
available online at:
http://www.ripe.net/newsletter

This member update is part of our effort to communicate more effectively with our members. It is intended for Local Internet Registry contacts. If you are not the right person to receive this update, please pass it on to your colleagues.

Proposed Actions by the RIPE NCC on the Survey Results

The following areas of activity, proposals, or improvement of services have been taken from the feedback received from the 2002 member survey respondents and from comments presented during the extended feedback period (closed 14 March, 2003).

These proposed actions are presented here to inform members of the possible activities considered desirable by the membership. The RIPE NCC membership may consider implementing these activities as they address the main membership concerns related to response times, an overly bureaucratic approach by the RIPE NCC and complex documentation.

The membership is asked to consider the following options and the implications of implementing them. Each suggested activity would have its own costs, in both time and money, that would have a direct impact on the membership. It should be considered then, whether the advantages of implementing the activities possibly outweigh any perceived disadvantages:

• Regional Desk

With a focus on increased and direct contact with members, RIPE NCC "account managers" would be assigned to a specific region or country. This would increase member feedback, provide greater contact with regional governmental bodies and more directed membership support.

Realignment in RIPE NCC staffing would be required and possibly additional personnel to focus specifically on designated regions or countries. Additionally, a travel budget would be necessary to support the account manager's activities with the regional members.

About the Survey

In the summer of 2002 the RIPE NCC General Manager, Axel Pawlik, commissioned Dr. John Earls of KPMG Consulting to carry out an independent and confidential survey of the RIPE NCC members and stakeholders. This is the second RIPE NCC survey and the first to be conducted by an external organisation. Responses to the survey were processed by KPMG without revealing identities or sources.

The focus of the survey was to give the membership and stakeholders a formal opportunity to voice their opinions on the services provided by the RIPE NCC. The survey was launched on 29 August 2002. Responses to the survey were solicited in various channels including:

- Completing the members or stakeholders response form available at:
  http://www.ripe.net/survey2002/

- Attending an open forum for all interested parties at the RIPE 43 Meeting in Rhodes, Greece from 9-13 September 2002.

- Attending any of the local open forum discussions held in ten cities in the RIPE NCC service region.

- Responding in a personal interview and discussion with Dr. John Earls.

All announcements and information about the survey were sent to the membership by e-mail and published on the survey website at: http://*www.ripe.net/survey2002/*

As mentioned, the RIPE NCC members and stakeholders survey included a series of open forum discussions. Dr. John Earls led these forums in various major cities within the RIPE NCC service region. These included: Amsterdam, Frankfurt, Stockholm, Budapest, Dubai, Cairo, Paris, Madrid, London and Moscow. ■

The mission of the RIPE NCC is to perform activities for the benefit of the membership; primarily activities that the members need to organise as a group, although they may compete with each other in other areas.

RIPE Meetings

RIPE

The RIPE Network Coordination Centre provides administrative support for RIPE, the collaborative forum, and facilitates the organisation of RIPE Meetings. The main purpose of the RIPE Meetings is to discuss technical issues and to provide an opportunity to participate in Internet policy discussions affecting Internet administration and operation in the RIPE NCC service region and beyond.

RIPE Meetings are held three times a year and are open to everyone. More information can be found at:

http://www.ripe.net/ripe/meetings/

➡ Next RIPE Meeting

RIPE 45 will take place from 12 May to 16 May 2003 at Hotel Fira Palace in Barcelona, Spain.

At RIPE 45, there will be various tutorials of interest to network operators and administrators. For the latest up-to-date information and to register for the upcoming RIPE Meeting please refer to:

http://www.ripe.net/ripe/meetings/

➡ Working Group Sessions

During a RIPE Meeting, RIPE Working Groups convene in various scheduled sessions. Times and dates of all sessions are listed in the meeting plan on the RIPE NCC website. Agendas of the RIPE Working Group sessions can also be found there. A list of all Working Groups is available at: *http://www.ripe.net/wg/*

➡ Social Events

Social events are an important part of RIPE Meetings. Scheduled after the Working Group sessions, they are an excellent way to meet potential customers and colleagues from the industry, and to exchange ideas and thoughts.

➡ Sponsorship

RIPE Meeting sponsors have the opportunity to introduce themselves to meeting participants at social events. These socials provide sponsors access to meeting attendees in a highly interactive atmosphere and give the sponsor an opportunity to highlight their organisation and services.

For more information, please contact *<meeting@ripe.net>*. ■

RIPE 44

The RIPE 44 Meeting was held at the Krasnapolsky Hotel from 27-31 January 2003 in Amsterdam. There were a total of 360 attendees comprised of the RIPE NCC membership, the RIPE community and government representatives. Attendees also included representatives from APNIC, ARIN, LACNIC, ICANN, and the RIPE NCC staff.

Highlights of RIPE 44 included an open discussion on the RIPE NCC 2002 membership survey results during the Plenary, the first report by LACNIC after being granted official RIR status, and the first webcasting trial of the RIPE 44 sessions held in the main meeting hall.

The RIPE NCC also showcased Version 1.0 of the LIR Portal at RIPE 44. Portal features and benefits were noted at a presentation given at the LIR and Tools Working Groups' sessions. The LIR Portal is available at:

https://lirportal.ripe.net/

A comprehensive report on RIPE 44 is available at:

http://www.ripe.net/ripe/meetings/archive/ripe-44/report.html

The RIPE NCC would like to thank SURFnet, Cisco, Afilias, NIKHEF, KPN EuroRings, and AMSIX for the support they provided to the RIPE 44 Meeting. ■

Upcoming RIPE Meetings:

LIR Portal: New Doorway to Service

In January of this year we released the RIPE NCC LIR Portal as our latest membership service. It has been very well received.

The RIPE NCC developed the LIR Portal through feedback received from the membership on ways to improve service quality. Created to help reduce service delays, the portal provides Local Internet Registries (LIRs) with increased and simplified access to the RIPE NCC via a customised web interface.

When accessed by a confirmed LIR contact, the portal allows editing and viewing of LIR postal address, contact and billing information; IP and Autonomous System resources; and the status of open tickets. It also provides the latest news and events, such as industry-related conferences as well as the latest list of documents published.

➡ **Since its release:**

- a total of 962 accounts have been created
- 1088 modifications have been made
- the average number of logins per day since RIPE 44 is 1751

Phase 2 of the portal's development is underway and more features are planned. These include developing a common look and feel to existing CGIs; creation of a "request forms wizard" to assist the completion of online forms with interactive syntax and semantics checks along with "save" and "resume" functionalities; integration with PKI (public key infrastructure) for improved secure communications; and enhanced resource management.

To activate an account, a confirmed LIR contact can follow the simple procedure explained on the RIPE NCC web site at:

https://lirportal.ripe.net/lirportal/activation/activation_request.html

You may also choose to have an account activated at RIPE 45 by visiting the Hostmaster Consultation Centre and submitting your request. Please note that photo ID is required.

User feedback and new feature suggestions for the LIR Portal are always welcome. Comments can be forwarded to:

<lirportal-feedback@ripe.net>. ∎

A snapshot of the LIR Portal

Proposed Actions by the RIPE NCC on the Survey Results

• Online Voting

This activity would give members the flexibility to vote remotely on issues via a secure and encrypted online method. This would require software development at a low financial impact.

• Membership Bulletin

A membership bulletin, or newsletter similar to this, would be published three times per year and delivered to members by post prior to each RIPE Meeting. This communication device would update members on issues, current developments, policy proposals and updates since the last RIPE Meeting.

This activity would require an increase in staffing to the equivalent of one full-time employee (FTE) and would require a budget for printing and mailing.

• RIPE Meeting Improvements

Options presented to improve the RIPE Meeting experience include the following:

- Reorganisation of the RIPE Meeting plan schedule to better accommodate the interests of the majority of members.

- RIPE Meeting session webcasting to enable remote viewing of meeting proceedings. A budget based on the technological requirements for each meeting would be required for this option.

- Contracting professional stenographer(s) to provide instant minutes of meeting sessions. A budget based on the number of stenographer(s) for the RIPE Meeting sessions would be required for this option.

• New Training Formats

This activity could supplement the existing training programs offered by the RIPE NCC. Computer interactive training could provide self-paced instruction to a broad audience on understanding RIPE NCC's services. It would enable members that are unable to attend courses to receive training and guidance. Cost factors are perceived as high in both staff and financial resources.

• Lobbying/Outreach Efforts

Current RIPE NCC outreach efforts towards industry-related or industry-concerned parties, including governmental bodies, have continued as an ongoing activity. However this has been done at a reduced scale. This area is under consideration for enhancement. Options include adding staff (presently considered at the equivalent of one FTE if considered by the community as sufficient) and increasing the outreach travel budget.

The associated lobbying procedure may, if agreed by the membership, occur in parallel in many regions or focus solely in one, such as the EC in Brussels.

• Language Translations

This area of activity would require the translation of existing and future RIPE documents and RIPE NCC web pages into multiple languages that reflect the diverse nationalities comprising the RIPE NCC service region.

This activity would be fairly complex to execute and would require a considerable period of time. The membership would be required to first decide which languages would be chosen for the translations and would need to prioritise the documents and/or web pages to be translated.

Another challenge is the management of the translated documents. They must ensure accuracy and consistency with the policies and procedures as originally designed by the RIPE community.

The membership would need to consider the costs of such an activity as they would vary greatly depending on the number of languages selected and whether outsourcing these services is the preferred option.

Members are welcome to provide suggestions to these proposed activities. Please forward your comments to Axel Pawlik, RIPE NCC Managing Director, at: *<axel.pawlik@ripe.net>*. ▪

Improved Service Levels

The RIPE NCC service level has been significantly improved over the last year. Since August 2002 response time to requests for resources has been at two days or fewer. This level of service has been sustained for the past eight months.

An overview of the response time since August 2002
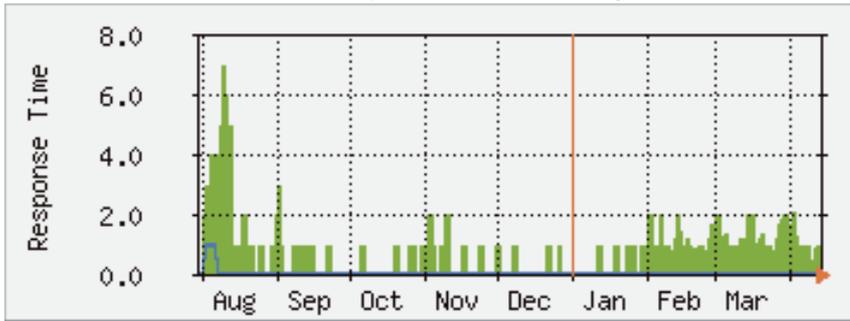
Faster response times are the first stage in a plan to make major improvements to customer service in 2003. There are two steps in this project. Firstly, when a service can be offered via the LIR Portal, that service will become a portal feature. This should speed up requests and free up time for Hostmasters and others to spend on more complex requests where human interaction is needed.

The second step is to increase the use of telephone and face-to-face contact with our members. Hostmasters proactively call customers to discuss issues rather than struggle with complex, time-consuming e-mail discussions. This is intended to help speed the resolution time of members' requests.

Telephone contact is not the only method that the RIPE NCC Hostmasters have used to increase the quality of communication with LIRs. For several RIPE Meetings, Hostmasters have been available to attendees in a Hostmaster Consultation Centre (HCC). Here, LIR representatives can discuss tickets face-to-face with Hostmasters.

This often leads to a speedy resolution of complex issues that might otherwise involve lengthy e-mail discussions.

At RIPE 44 in January, the HCC extended its reach with its "Meet & Greet" program. Designated greeters from the RIPE NCC staff identified new members and arranged for them to meet with Hostmasters, engineers, Working Group chairs and co-chairs, or anyone else of interest to the new member.

The feedback from this program has been very positive, as members were able to explain their needs and could obtain help and advice from these groups.

The "Meet & Greet" program will continue at RIPE 45 in Barcelona. Hostmasters will be easily identifiable by their red badges and available to attendees at the HCC and at coffee or lunch breaks.

The effort to improve the level of service to our members will continue throughout 2003. We will work on speeding up the resolution time of members' requests throughout the rest of 2003.

If you wish to contact us to discuss service issues please do so. You can mail the Registration Services Management Team at <*lsd@ripe.net*>. We'll be happy to help you. ∎

Beginning April 2003, the response time was 1-2 days
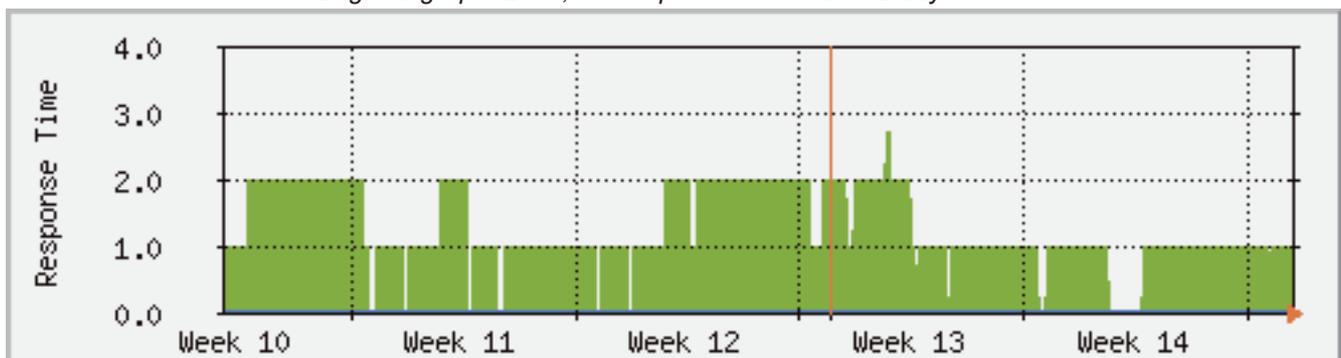
RIPE On Site Information Exchange "ROSIE"

The RIPE NCC's "ROSIE" came into existence at the RIPE 44 Meeting. "ROSIE" is the new RIPE On Site Information Exchange. It was developed to provide important information to RIPE Meeting attendees. If you were at the meeting or looked at the network information on the RIPE Meeting pages you would have spotted a link to an "on site meeting web server".

Features include a log of any network problems reported, network statistics and downloadable tools. Additionally, users can read information on how to configure their laptops to work at the meeting and can download RFCs and RIPE documents. There is also space for last-minute announcements such as changes to the meeting agenda and so on.

The idea of "ROSIE" sprouted during RIPE 40 when a test server was configured and a "dhcpstatus" script was installed to monitor the IP addresses given out by our DHCP server. It began with a blank page and a RIPE NCC logo. With each subsequent meeting more features were added, including more links and more utilities (i.e. tools and drivers for download, a notice board, etc.).

Subsequent meetings have seen developments in the contents of the server as well as an increase in user hits.

And there is more to come. There will be a feedback option so that people can easily send the RIPE NCC notes on what they think about the RIPE Meeting, the set-up, the web site, etc. This is a step forward towards making it easier and faster for members to provide feedback.

"ROSIE" will be announced officially at RIPE 45. We encourage you to test it out, provide feedback and watch as "ROSIE" continues to blossom. ■

A snapshot of "ROSIE"
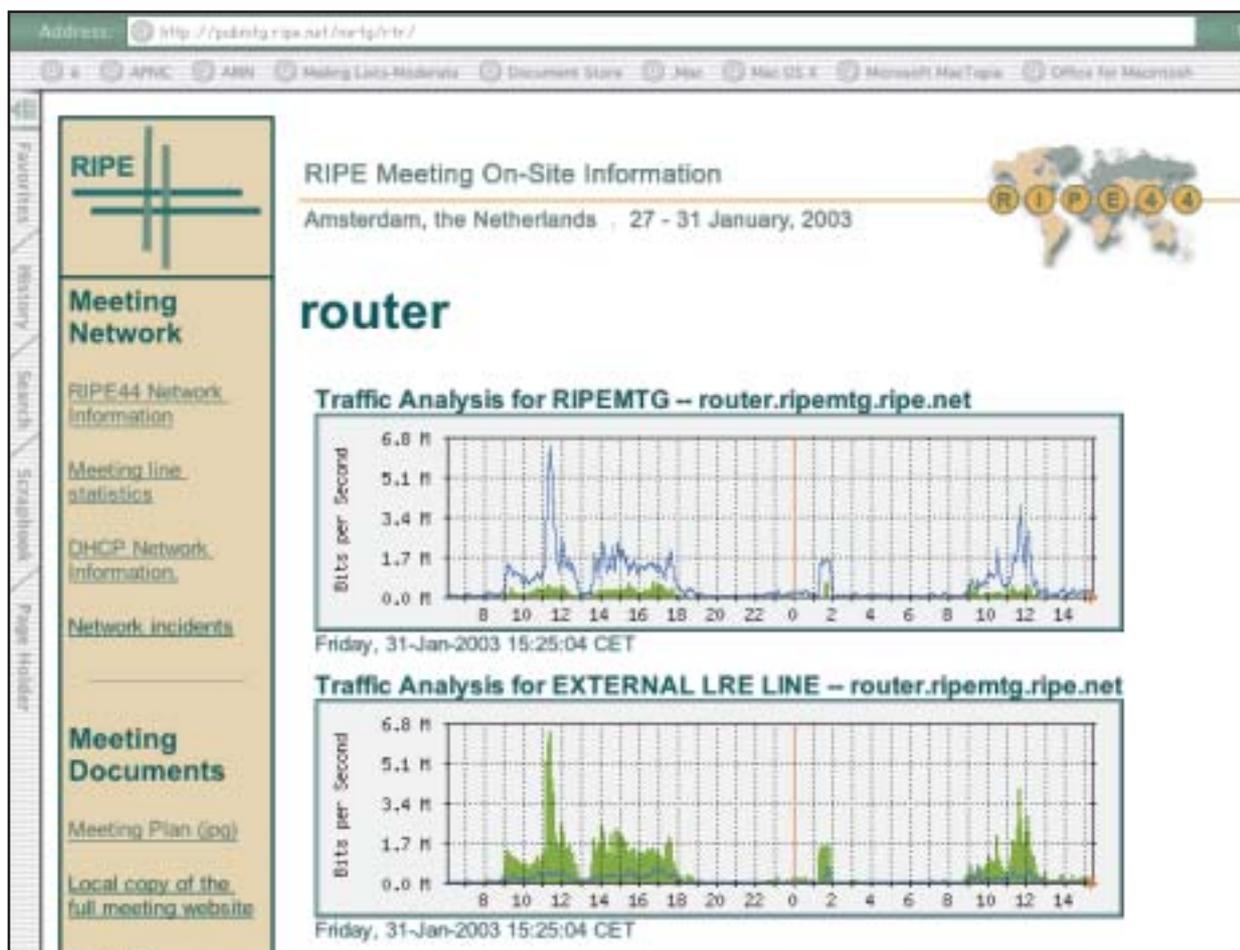
RIPE Database Updates

Updating the RIPE Database has always been a unique experience. Starting with mail requests that were processed manually, the only established process to edit the RIPE Database has been to send e-mails and receive a response back from the robot via e-mail. This has advantages most users would want. But it also has disadvantages.

First of all, the idea of updating a database by e-mail has been an unfamiliar interface for most beginners. It was also inconvenient for automated or controlled updates, since it's hard to match the update and the corresponding acknowledgment with an undefined delay between two operations.

As a solution to cover these disadvantages of e-mail based updates, the RIPE NCC developed an infrastructure to enable synchronous updates, namely "Syncupdates", an infrastructure for possible automated, controlled tools, or graphical user interfaces. We also developed, as an immediate application, what we now call "Webupdates". Webupdates is a tool to update the RIPE Database in a simple and intuitive way.

Using any web browser one can add new objects to the database and edit or delete existing ones. Functionally, all updates that can be done by sending an e-mail to *<auto-dbm@ripe.net>* can also be achieved by using Webupdates. But since it's a new tool and aimed for user friendliness, there's more:

- Online help: Webupdates provide online help while editing the object. There is also a general help page available.

- Editing multiple sources: From the same user interface, both the RIPE Database and the TEST database can be edited.

- Secure connections via SSL: One can optionally choose to use Webupdates through "https" so that all transactions are encrypted.

Webupdates (and its infrastructure, Syncupdates) are now a production level service of the RIPE NCC. The goal is to provide the service around the clock, although there may be minute outages for regular maintenance.

Although the current version of the Webupdates is a complete application, we hope to provide more features, made possible by enabling a graphical user interface. Please send any suggestions regarding Webupdates and Syncupdates to *<dbtools@ripe.net>*.

For more information about Syncupdates, please have a look at:
➡ *http://www.ripe.net/db/syncupdates/index.html*

The Webupdates application is available at the following URLs:

➡ *http://www.ripe.net/perl/webupdates.pl*
➡ *https://www.ripe.net/perl/webupdates.pl* (SSL interface) ■

RIPE NCC Training Courses

April

LIR Training Course
Paris/France
Friday, 25.4.

May

LIR Training Course
Reykjavik/Iceland
Friday, 2.5.

Amsterdam/Netherlands
Friday, 9.5.

DNSSec Training Course
Barcelona/Spain
Saturday, 17.5.

LIR Training Course
Barcelona/Spain
Monday, 19.5.

Zagreb/Croatia
Monday, 26.5.

June

LIR Training Course
Stockholm/Sweden
Monday, 2.6.

DNSSec Training Course
Stockholm/Sweden
Tuesday, 3.6.

LIR Training Course
Kampala/Uganda
Friday, 6.6.

Berlin/Germany
Friday, 13.6.

Kiev/Ukraine
Thursday, 19.6.

Routing Registry Training Course
Kiev/Ukraine
Friday, 20.6.

LIR Training Course
Amsterdam/Netherlands
Friday, 27.6.

More information about training and course material is available at:

http://www.ripe.net/training/

Conferences Calendar

How to contact the RIPE NCC

Postal Address
RIPE NCC
P.O. Box 10096
1001 EB Amsterdam
The Netherlands

Telephone/Fax
Phone: +31 20 535 4444
Fax: +31 20 535 4445

General Queries
<ncc@ripe.net>

Registration Services
<hostmaster@ripe.net>
<lir-help@ripe.net>

Training Courses
<training@ripe.net>

Become a RIPE NCC member
<new-lir@ripe.net>

Billing Department
<billing@ripe.net>

Whois Database
<ripe-dbm@ripe.net>

RIPE Meeting
<meeting@ripe.net>

For questions, suggestions or comments about the RIPE NCC Member Update, please contact us by e-mail at: <ncc@ripe.net>.

The conference calendar lists conferences and events that might be of interest to the RIPE NCC members.

April

LACNIC IV   Santiago/Chile
http://lacnic.net/en/lacnicIV.html
Wednesday, 23.4. - Friday, 25.4.

ASO GA 4   Santiago/Chile
http://aso.icann.org/meetings/ga-4/
Thursday, 24.4.

May

RIPE 45   Barcelona/Spain
http://www.ripe.net/ripe/meetings/ripe-45/
Monday, 12.5. - Friday, 16.5.

IPv6 Forum   Madrid/Spain
http://www.ipv6-es.com/
Monday, 12.5. - Wednesday, 14.5.

TERENA NC   Zagreb/Croatia
http://www.terena.nl/conferences/tnc2003/
Monday, 19.5. - Thursday, 22.5.

June

CENTR (18th GA)   Budapest/Hungary
http://www.centr.org/ga.html
Monday, 2.6. - Tuesday, 3.6.

ICANN   Montreal/Canada
http://www.icann.org/montreal/
Sunday, 22.6. - Thursday, 26.6.

July

IETF 57   Vienna/Austria
http://www.ietf.org/meeting/meetings.html
Sunday, 13.7. - Friday, 18.7.

August

SIGCOMM 2003   Karlsruhe/Germany
http://www.acm.org/sigs/sigcomm/sigcomm2003/
Monday 25.8. - Friday 29.8.

September

RIPE 46   Amsterdam/Netherlands
http://www.ripe.net/ripe/meetings/current/
Monday 1.9. - Friday 5.9.

RIPE NCC General Meeting   Amsterdam/Netherlands
http://www.ripe.net/ripencc/about/gm/
Friday 5.9.

RIPE Network Coordination Centre